



**Missouri Department of
Higher Education and
Workforce Development**

OWD Issuance:

18-2020

Release Number—Program Year

Release Date:

June 16, 2021

Effective Date:

June 16, 2021

Expiration Date:

Continuous, until further notice

SUBJECT: Statewide Employment Transition Team Policy

ATTACHMENTS: None.

*This Issuance is Official Policy
of the Missouri Office
of Workforce Development*

ISSUING AUTHORITY:

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Director
Office of Workforce
Development (OWD)

**THIS ISSUANCE DOES NOT
REQUIRE CREATION OR
ALTERATION OF A
CORRESPONDING LOCAL
POLICY**

KEYWORDS:

ETT,
Employer Relations and
Engagement Specialists,
Service Delivery, Trade

THIS ISSUANCE AFFECTS:

Missouri One-Stop Delivery System (MJC/AJCs)
WIOA Title I Local Areas/Local Boards/Local Plans
WIOA Title I Performance/Accountability
WIOA Adult Employment/Training
WIOA Dislocated Worker Employment/Training
WIOA Title III Wagner-Peyser Act Services
Trade Adjustment Assistance
State of Missouri Workforce System Procedures

FOR THE ATTENTION OF:

One-Stop frontline staff
Chief Elected Officials
Local WDB Directors
DHEWD State Professional Staff
Sub-recipient Staff
Local Fiscal Agents
One-Stop Operators
One-Stop Functional Leaders
Service Providers
Local Compliance Monitors

RESCISSIONS:

DWD Issuance 07-2015, "Statewide Employment Transition Team Policy", October 21, 2015.

REFERENCES:

[20 CFR 682 Subpart C.](#)

SUMMARY:

The purpose of the Employment Transition Team (ETT) program is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs; and preventing or minimizing their impact on workers, businesses, and communities. ETT is flexible and focused on delivering solutions to businesses and workers in transition, planning, and responding as quickly as possible to dislocation events, and delivering services that enable affected workers to transition to new employment as quickly as possible.

BACKGROUND:

The Workforce Innovation and Opportunity Act (WIOA) requires each state to carry out statewide Rapid Response activities and/or designate an entity to do so on its behalf. The Office of Workforce Development (OWD) has opted to operate the ETT program at the state level in coordination with Local Workforce Development Boards (Local WDB) to provide Rapid Response activities. OWD's Employer Relations and Engagement Specialists (ERES), located regionally, shall take the lead role in responding to layoff events, and shall be responsible for coordinating, providing, and overseeing ETT services in their assigned areas.

SUBSTANCE:

Required ETT Activities

Per the WIOA rules¹, States are required to provide certain Rapid Response activities, including:

- Layoff aversion activities;
- Immediate and on-site contact with affected employers, worker representatives, and local community representatives;
- Assessment and planning to address:
 - The layoff schedule;
 - Assistance needs of the affected workers;
 - Reemployment prospects; and
 - Available resources to meet the needs of the affected workers.
- Providing information and access to unemployment compensation benefits and programs, comprehensive one-stop system services, and employment and training activities, including Trade Act, Pell Grants, GI Bill, and other resources;
- Delivering necessary services and resources, such as workshops, mobile career centers, resource fairs, and job fairs to support reemployment efforts;
- Partnership with LWDBs and communities to ensure a coordinated response;
- Emergency assistance adapted to a particular layoff or disaster event;
- Developing systems and processes for identifying and gathering information of early warning of potential layoffs or opportunities for layoff aversion, analyzing and acting on dislocation data, and tracking outcome and performance data related to the ETT program;
- Developing and maintaining partnerships with appropriate agencies, employer groups, labor organizations and other organizations in order to conduct strategic planning to address

¹ [20 CFR 682.330](#)

dislocations, gathering and sharing information and data related to dislocations, available resources and the customization of services;

- Delivering services to worker groups where a Trade Act petition has been filed;
- Providing additional assistance to Local Workforce Development Areas (LWDA) that experience disasters or dislocation events that exceed the capacity of the LWDA's resources; and
- Establishment of a labor management committee (Transition Team) if voluntarily agreed to by the employee's bargaining representative and company management.

WIOA does not define any threshold for the size of a layoff for which Rapid Response/ETT services must be provided. While ETT is required for mass layoffs and closures, it is the intent of the Act for services to be provided to as many workers as possible. Based upon the fact that most layoffs affect less than 50 individuals and that ETT services provide significant value to both workers and employers, the U.S. Department of Labor (USDOL) expects that services will be provided to layoffs of all sizes, as is practical.

OWD ERESs shall provide on-site or in-person ETT services to any layoff affecting 25 or more. Layoffs affecting 24 or less may be offered on-site services as needed or requested by the employer. At a minimum, smaller layoffs will be provided informational packets that include the ETT programs and services brochure, the Division of Employment Security (DES) UI Benefits fact sheet, the Missouri Economic Research Information Center (MERIC) regional Real Time Labor Market Summary and any local flyer/brochure, as requested by the Local WDB.

Every ETT event is unique, therefore, each event shall be assessed individually, and services provided shall be determined based on the wishes of the employer, the needs of the affected workers, and the timeframe of the layoff.

Local Coordination

Effective ETT requires local partnership. ERESs are the designated lead for any and all layoff events, however, local coordination is critical and required to ensure both employers and affected workers receive all needed services, and that they are delivered in a seamless fashion. ERESs shall ensure coordination with Local WDB Directors, One-stop Operators or Functional Leaders, regional business services teams, Union Representatives, and community groups. Directors and Missouri Job Center (MJC) Supervisors, MJC One-stop Operators or Functional Leaders shall be kept informed throughout the ETT process and notified of layoff activity, meeting dates, planned events, and changes in layoff schedules.

Maintaining open lines of communication with local MJC One-stop Operators or Functional Leaders is critical to ensuring MJC's are informed and ready to assist groups of dislocated workers. The ERES shall be the primary contact for employers participating in ETT activities. To avoid duplication and confusion for the employer, local staff shall not initiate contact with an employer regarding a layoff without first coordinating with the ERES. Generally, if the ERES is unavailable for more than a day, OWD management will assign another staff person as the point of contact.

It is up to each Local WDB Director to determine the role their staff will play in the ETT process. It is encouraged that each LWDA designate an individual to attend ETT meetings and cover the MJC services portion of the presentation; and have a role in any on or off site services provided, such as resource fairs, mobile career centers, registration events, etc.

ETT should be proactive and strategic, not just a response to layoffs. Building and maintaining relationships with the business community is critical. Establishing these relationships allows for early warning of potential layoffs and early intervention. Regional Business Services teams typically have established relationships with local businesses and can provide valuable information and facilitate introductions between the company and the ERES in the event of a layoff. The ERES should maintain contact with business services staff, attend team meetings, and share information on a regular basis.

Service Delivery

OWD ERESs shall contact the affected employers within 24 hours of being informed of a potential layoff to inform them of ETT services and arrange for an in-person planning meeting. ERESs shall also immediately notify the Local WDB Director and/or their designee.

All on-site worker meetings and other services shall be coordinated with the employer and delivered based on the employer's schedule. ERESs shall conduct meetings on dates/times that work best for the employer, regardless of time of day. Worker meeting agendas and participants shall be approved by the employer in advance.

ETT meetings should include a representative from DES to present Unemployment Insurance information, a MJC representative to present programs and services information, a Trade Act Representative (if applicable) and the appropriate union representative (if applicable). In addition, a representative from the USDOL Employee Benefits Administration shall be included when appropriate. If a MJC representative is unavailable or a LWDA chooses not to participate, the ERESs shall be responsible for presenting MJC information.

ETT meeting presentations must follow the official ETT Protocol. ERESs should customize the presentation to include local MJC locations and service information.

ETT participants shall be given the basic ETT packet, which includes, the ETT programs and services brochure, the DES UI Benefits fact sheet, the MERIC regional Real Time Labor Market Summary and any local flyer/brochure the Local WDB would like to include. Additional brochures and flyers should be made available on a resource table.

ETT participants shall be asked to fill out a MoJobs Registration Form and Survey via mobile app. Tablets must be connected to Wi-Fi within three days for registration to be entered in the case management system and surveys data made available.

Documentation

OWD ERESs shall record all outreach/contacts in the statewide case-management system. This will include posting appropriate services and entering Case Notes in Employer records.

ROLES, RESPONSIBILITIES, and REQUIRED ACTIONS:

OWD Central Office and Employer Relations and Engagement Team Leads:

- Maintains and distributes ETT materials.
- Provides Labor Market Summaries, customized to each event.
- Distributes Worker Adjustment and Retraining Notifications (WARN) and layoff memos.
- Maintains and updates layoff logs.
- Document ETT activities in OWD's statewide electronic case-management system.
- Provides staffing assistance for meetings and events, as needed.

Employer Relations and Engagement Specialist:

- Serves as the single point of contact for downsizing employers and makes immediate contact upon notification.
- Assesses layoff events to determine appropriate and necessary ETT services, in collaboration with the employer, LWDA, and union representatives.
- Ensures Central Office, LWDB Director, MJC's, and appropriate partners are kept informed and up to date.
- Coordinates all aspects of ETT worker meetings.
- Coordinates on and off site events.
- Document ETT activities in OWD's statewide electronic case-management system.
- Arranges and coordinates workshops.
- Forwards the ETT registration and surveys to Central Office, via mobile app.

Local WDB Director

- Serves as or appoints a regional contact for the ERES.
- Informs the ERES of layoffs or potential layoffs.
- Assigns staff to attend ETT worker meetings and present MJC programs and services information.

Statewide Union Representatives

- Informs the ERES of layoffs or potential layoffs at union sites.
- Assists in gathering layoff information and providing layoff lists, as needed.
- Assists in coordinating worker meetings.
- Attends worker meetings and presents information regarding union services.
- Coordinates and delivers ETT services.

TIMELINE:

Implementation of these rules.....**Immediate and Continuous**

INQUIRIES:

Please direct all questions or comments regarding this Issuance document to dwdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

*For information about [Missouri Office of Workforce Development](#) services, contact a [Missouri Job Center](#) near you.
Locations and additional information are available at [jobs.mo.gov](#) or 1-(888)-728-JOBS (5627).
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